

Master Contractor Points of Contact

Master Contractor

Point of Contact

Bank of America

DC1-701-01-07, 730 15th Street NW
Washington, DC 20006
(202) 624-4444
Fax: (202) 452-1732
<http://www.bankofamerica.com/government>

Bank One

1776 Eye Street NW, Suite 800
Washington, DC 20006
(202) 833-6589
Fax: (202) 833-6677
<http://onecard.bankone.com>

Citibank

8110 Gatehouse Rd., Suite 300E
Falls Church, VA 22042
(888) 241-1514
Fax: (703) 289-7540
<http://www.citibank.com/e-business/homepage/citimanager/gcshome.htm>

Mellon Bank

500 Ross Street, Suite 1260
Pittsburgh, PA 15262-0001
(412) 236-6039
Fax: (412) 234-2864
<http://www.mellon.com/inst/cards/gsa>

US Bank

1025 Connecticut Ave. NW, Suite. 510
Washington, DC 20036
(202) 872-0850
Fax: (202) 261-0800
Task Order Manager (800) 771-4975
<http://www.usbank.com/impac>

GSA SmartPay® Website

<http://fss.gsa.gov/services/gsa-smartpay>

www.gsa.gov
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5-2-00046

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Bank Percentages

Purchase Charge Growth

Number of Transactions

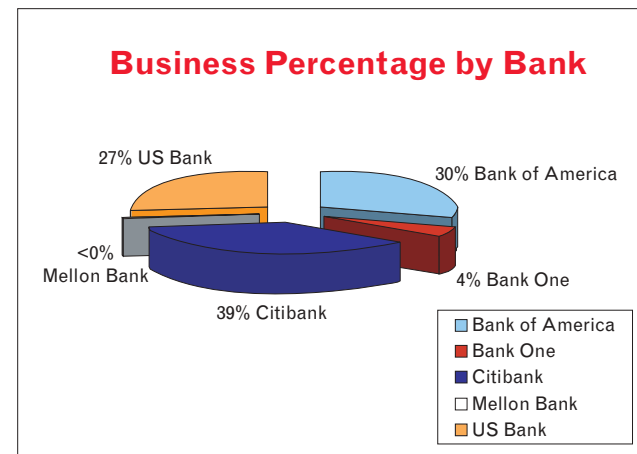
Agency Refunds

Card Delinquency Rate

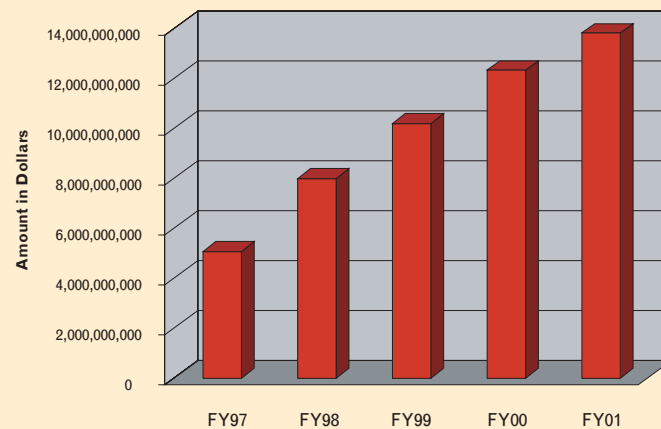
GSA SmartPay®
EXECUTIVE SUMMARY
2001



During FY01, GSA SmartPay® contractors provided world-class charge card services to over 300 agencies and organizations. With ongoing improvements to the contractor provided Internet-based management systems, customers had access to more program information – faster than ever before. Annual spending with the cards was distributed as follows:



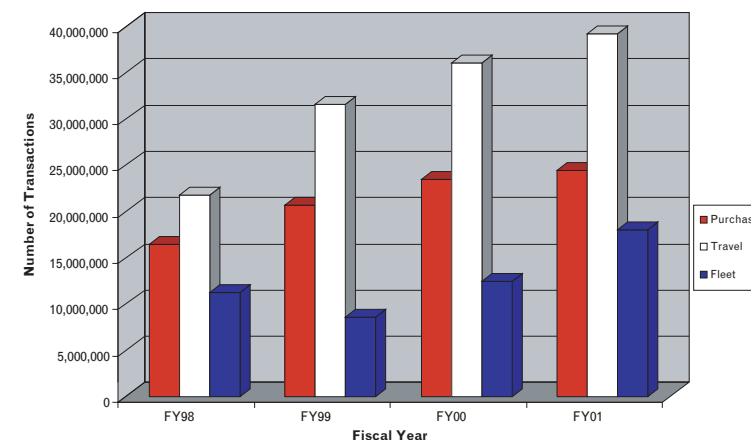
Purchase Charge Card Growth



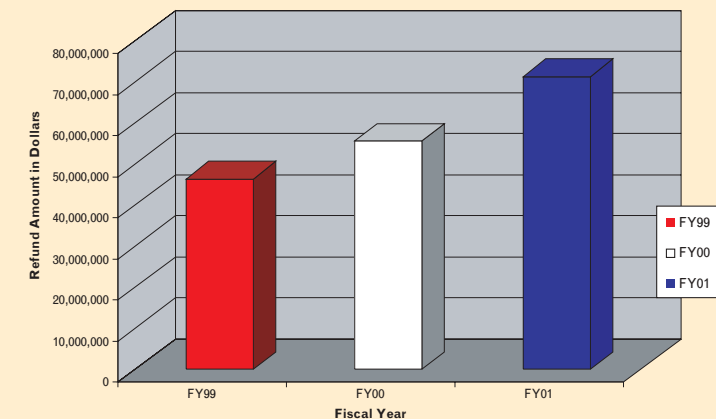
Payments with the purchase card continued to increase at a rate of 12% during FY01 to a total of \$13.7B. For each purchase card transaction, administrative savings of \$53.77 are accrued. With over 24 million transactions, the annual administrative savings with the card totaled in excess of \$1.3 billion dollars.

With implementation of mandatory use of the travel card under Public Law 105-264, card use for official travel expenses increased 8%. The travel card provides Federal travelers, 2.2 million cardholders, with a convenient and safe way to pay their travel expenses. With nearly 36 million transactions, Federal travelers paid for transportation, lodging and meals and had access to ATMs around the world.

Number of Transactions by Business Line



Agency Refunds FY99 to FY01



With the addition of the United States Postal Service as a Fleet card customer, sales and the number of accounts saw a sharp increase in Fleet card volume.

Increased volume and improved payment performance resulted in greater refund payments to the Government. Refund payments increased from \$60.9 million in FY00 to \$75 million in FY01.

Even though the travel card banks saw improvements in payment performance during the past year, delinquent payments to the banks remain an area for improvement. Federal agencies used a combination of reports, training, and program oversight to reduce late payments on travel card accounts.

As the purchase card program continues to grow, oversight of purchases becomes critical to insure the integrity of the program. An interagency work group is looking at ways to ensure that program managers and cardholders understand and adhere to existing agency policies on card use and management.

Travel Charge Card Delinquency Rates

